



RUN A SUCCESSFUL BUSINESS WITH PRODUCTS THAT DON'T CAUSE HASSLE

Companies involved in manufacturing, branding, retail and trade, brick and mortar as well as online, are increasingly being challenged by customers and authorities about issues with products. This is hampering growth and reducing bottom line results. These are business aspects that management aims to control.

We enable you to manage product compliance in a transparent, efficient and proactive way by supporting you in making the right choices for suppliers, products, components and raw materials. Doing so enables you to secure the quality of your product range, control costs and mitigate risks at the same time. It also will provide you with performance information about your supplier base and your team.

The best way of demonstrating that your products meet requirements, is by creating a technical file. In fact the authorities, and an increasing number of your (potential) customers, expect you to have a technical file available for each product that you bring to the market. These files contain all specifications, drawings, test reports and other information/data that are required to enable you to prove product compliance.

There may be situations where you need some extra help. ProductIP also offers outsourced services in various stages of your sourcing process. Decide per project, based on your immediate need. If you need an extra pair of hands, or knowledge, or both, we are there to help. When working on a file, you can conveniently order additional services. We call them "In-file purchases".

Join the global network today and contribute to a world in which products can be trusted.



Caspar ter Horst
co-founder ProductIP

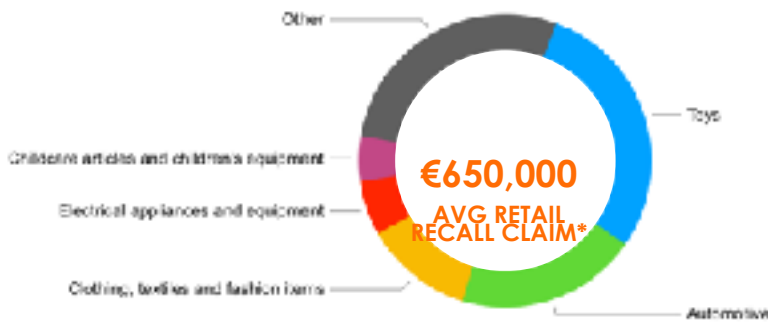


Maarten van der Dussen
co-founder ProductIP

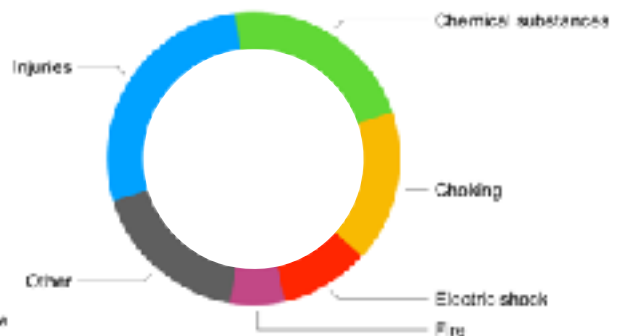
Below you will find some statistics on products in the market. This may help you in establishing priorities on how to start your compliance efforts.

sources: Allianz - Product Recall - Managing the impact of the new risk landscape (2017) and EU Safety Gate - Rapex annual report (2017)

Most notified product categories



Most notified risks



Where is the focus of your business?

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WE ENABLE YOU TO DEAL WITH COMPLEX NON-FOOD PRODUCT COMPLIANCE LEGISLATION (even when you are not yet an expert)

We translate complex legislation related to non-food consumer goods into a Q&A that any professional in manufacturing, retail or trade understands. This results in a comprehensive and monitored set of requirements within minutes, 24/7. This is the basis for your technical file. Information that allows you to demonstrate your compliance efforts.

- * find out what requirements are relevant for your product, for these markets
- * collect evidence efficiently from a complex supply chain
- * review the evidence and log the result to be able to demonstrate your compliance efforts
- * generate mandatory declarations in seconds. Such as EU DoC ("CE declaration)
- * keep track of changes in legislation to ensure repeat orders are also compliant and more

Our aim is that you and your suppliers are able to create, manage, and share product compliance information, organised in a technical file, all by yourself. When you do need our support, extra staff, specific knowledge, or both, just purchase the additional service needed.

You can also create a file for each of your suppliers to keep track of their performance in the area of product and social compliance.

We offer one pre-paid and a tailor-made Enterprise model. Whichever model you choose, you will always know what the investment is. Knowing this enables you to calculate it into your cost. No surprises.



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A SUITABLE MODEL FOR EACH SIZE OF BUSINESS

[1] Pay As You Go (PAYG) || pre-paid, low-volume model

- No subscription fee. Simply register and start.
- All services paid for via a system of credits.
- Credits ordered online.
- Invoice per e-mail as PDF. Payment via credit card or bank transfer.
- Access to knowledge base restricted to file related resources only.
- Create a technical file (incl. comprehensive and monitored set of requirements) for two credits.*
Note: One technical file may cover a family of products from one supplier
- Clone a file and/or update the market release date in an existing file for one credit.
- Activate a supplier profile for four credits per year
- 10 year managed storage included.

* Files for EU/EFTA regions have a requirement list to the level of detail of relevant (harmonised) standards. For rest of world the files will have a level of detail of generic placeholders for main compliance risk areas and related risk assessment examples are provided.

[2] ENTERPRISE || tailored contracts, large-volume model

- We set up your company account.
- No credits, Annual and/or monthly statements
- Inclusion of corporate requirements (private and public).
- Unrestricted access to knowledge base.
- Discounted pricing for additional services. Special events excluded.
- 10 year managed storage included.
- Data exchange (CSV) with company order processing systems (optional).
- Automatic renewal. Termination notice 2 months before the end of each twelve month period.

* Files for EU/EFTA regions have a requirement list to the level of detail of relevant (harmonised) standards. For rest of world the files will have a level of detail of generic placeholders for main compliance risk areas and related risk assessment examples are provided.

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PRICING

	PAY AS YOU GO		ENTERPRISE
PRICE PER CREDIT - ORDER ONLINE	€38.50		Contact us for a tailor-made proposal
	Credits	in Euro	
START A NEW TECHNICAL FILE INCLUDING A COMPREHENSIVE AND MONITORED REQUIREMENT LIST*	2	€77.00	
CLONE A FILE AND RE-USE THE SAME REQUIREMENT LIST**	1	€38.50	
UPDATE THE REQUIREMENT LIST IN A FILE***	1	€38.50	
SUPPLIER PROFILE (FEE PER SUPPLIER FOR 12 MONTHS)	4	€154.00	
ADDITIONAL SERVICES			
FAST [A]	14	€539.00	€345.00
CONNECT [B]	4	€154.00	€105.00
REVIEW [C]	8	€308.00	€205.00
ORGANISE [D]	10	€385.00	€230.00
CHAMP [E]	10	€385.00	€300.00

Prices exclude VAT, ProductIP General Conditions 2015 apply.

Changing product category and/or market release date in a file results in charges.

In some countries online ordering may not be available and administrative cost may be applicable.

Credits have one-year validity unless otherwise stated.

Data-exchange formats as defined by ProductIP. Specification upon request.

Fair use policy on use of Verifeyer Smart Forms (See item [G] in this document) and storage of documents in technical files.

Oracle and IBM are trademarks of International Business Machines Corp. and Oracle Corporation

* A technical file can be used to demonstrate the compliance of one or more very similar, in terms of risk, articles from one supplier. The compliance Files for EU/EFTA regions have a requirement list to the level of detail of relevant (harmonised) standards. For rest of world the files will have a level of detail of generic placeholders for main compliance risk areas and related risk assessment examples are provided. We monitor the relevancy of the requirements in a technical file compared to the market release date that you have set. We do not change the requirement list automatically e.g. free of charge.

** For example. You create a technical file for a toy, you pay 2 credits for the initial file. You order the same product with exactly the same requirement list from the same or other suppliers. You can clone the file and "re-use" the requirement list.

*** A project might be delayed and therefor the market release date changed. This could affect the requirement list in the technical file. Update the market release date and ensure that the technical file has the correct requirement list.

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PAY AS YOU GO FEATURES

- Create a technical file within minutes, 24/7, online, including a comprehensive and monitored requirement list for non-food products. The scope is EU, EFTA and national legislation for non-food consumer products.
- For the scope “rest of the world” you can so called base files, designed around main categories such as toys, furniture, apparel, brown goods, white goods, and so on. Each with specific placeholders for main compliance topics.
- Web-based supply chain collaboration via integrated Invite, File Request and Sharing functionality.
- **Generate CE declarations in 21 languages automatically** (EU Declarations of Conformity)
- **NEW** Generate EU Mutual Recognition Declarations (MRD) for non harmonised goods (EN 2019/515 March 2020)
- Use MatchIT to **save time by signing-off requirements with uploaded documents automatically** where possible.
- Use our powerful built-in **redaction tool to remove references to suppliers** in documents before (B2B) sharing.
- Use Supplier Profiles to **keep track of supplier performance** in product and social compliance.
- **NEW** Link (component) files to product files (via our Bill of Material module)
- Initiate risk assessments / audits via Verifeyer Smart Forms on desktop and tablets.
- Access to Compliance Clips, official templates, guides in the ProductIP knowledge base (Limited to information related to the requirements in your technical files)
- Keep track of the suitability of existing technical files for re-orders via automatically monitoring of regulatory changes.
- Keep track of the validity of critical documents based on alerts set in meta-data.
- B2B - share and/or review and accept complete technical files.
- B2C - provide access to selected compliance information, as sometimes legally required, via URL and/or QR-code.
- Fair use policy towards number of users at multiple locations in your company account.
- Helpdesk support for system use for your account users, invited suppliers and shared customers.
- Access to free Compliance Tuesday events.
- Access to free weekly online training sessions.

Enterprise ADDITIONAL FEATURES

- + Your commitment entitles you to appropriate volume based pricing.
- + CSV interface with your ERP platform (additional set-up cost may apply).
- + You have the option to create a comprehensive, non-monitored, requirement list without a file.
- + Access to our reporting module, export data so you can use them in presentations, analysis.
- + Full access to detailed regulatory information in the ProductIP knowledge base.
- + Incorporate your own business requirements and resources for products and suppliers into the ProductIP database

OUR COMMITMENT TO KEEP YOUR DATA CONFIDENTIAL

- ProductIP runs on dedicated servers in secure data centers in Frankfurt, Amsterdam and Hong Kong.
- Servers are protected by state of the art security software and firewalls and all data is stored encrypted.
- Well-proven and widely used software backed by e.g. Oracle and IBM.
- Data centers guarantee 100% network availability (redundant networks).
- Information is automatically synchronised between servers.
- Data communication between servers is encrypted.
- Secure one-step or two-step authentication login for authorised users; IP restrictions optional.
- Rights and restrictions management on user-level available to your company account.
- Single Sign-on possible (additional set-up cost may apply).

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ADDITIONAL SERVICES

[A] FAST MODE - WHAT IF YOU NEED EXTRA HANDS?

Just activate your personal product compliance documentation team with one click. Outsource the work, project by project. We call it the FAST (File Assembly Support Team) mode. Instantly available. Dedicated to the job. Highly experienced.

You can expect from us that we:

- Invite the supplier, explain the necessary product requirements, what needs to be done and why.
- Push the supplier to start uploading available compliance documentation.
- Provide the supplier with the necessary templates for risk assessment via Verifeyer.
- Carry out authenticity checks for the key documents (type testing related).
(Our experience shows that at the start 20-25% of documents presented can be fake!).
- Add metadata to documents in a file, so they are monitored for validity and will alert you timely.
- Matching documents with requirements and keep an overview of the progress/completeness.
- Report back to you on the progress status.
- We typically expect to complete the process with a cooperative supplier within 6 weeks.
In case of lack of cooperation, we will ask you for help to increase the pressure on the supplier and we will do a second round of collecting, reviewing, organising.
- Collecting and reviewing documents related to corporate requirements (Enterprise customers only) is included.

[B] CONNECT - WHAT IF YOU NEED HELP CONNECTING A NEW SUPPLIER?

Connecting a new supplier often requires extra time and energy. Adding a third party to this process might actually be the best thing to do. Our team will connect a (new) supplier and bring them up to speed about the regulatory requirements that are relevant for your product(s); as soon as the first documents are coming in, you will take over the process of collecting, reviewing and organising documents.

You can expect from us that we:

- Invite the supplier, explain the necessary product requirements, and what needs to be done and why.
- Provide the supplier with the necessary templates for risk assessment and product evaluation.
- Push the supplier to start and complete the work you ask from him; we typically expect to complete the process with a cooperative supplier within 2 weeks. In case of lack of cooperation, we will ask you for help.

As soon as new documents have arrived in the file based on the feedback, you take over.

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[C] REVIEW - WHAT IF YOU WANT AN EXPERT OPINION?

Your team is working in a professional manner, and now and then needs an extra pair of eyes on the work done, to detect any areas for improvement. After you have completed a technical file and connected the documents to the requirements, you activate REVIEW.

You can expect from us that we:

- Check the completeness and relevance of the documents in the file.
- Report back to you on what is missing, including the necessary explanation/instructions.
- Do a second round after receiving your signal that remaining documents have been added.

In review mode we do not change anything on the file or documents. We report our findings only. If you want us to re-allocate documents as well you should opt for ORGANISE [D].

[D] ORGANISE - WHAT IF YOU NEED HELP PROCESSING THE DOCUMENTS?

What if you would like to be in control of the communication with the suppliers but do not have the time or knowledge to review the documents and connect them to the requirements, do an authenticity check and add metadata. You activate ORGANISE.

You can expect from us that we:

- Organise your technical file, by linking documents to requirements.
- Report back to you on what is missing, including the necessary explanation/instructions.
- Add metadata where not yet filled in, (subject to availability of relevant information).
- Check authenticity of key third party documents (our "A" requirements).
- We do a second round after receiving your signal that new documents have been added.

[E] ChAMP - GET BACK IN CONTROL ON REACH, RoHS, Food Contact Materials



How to cope with complex chemical legislation if you are not a chemist? "Test everything for all substances!" is an expensive and in general not a satisfactory solution. Our Chemical Assessment Management Platform (ChAMP) gets you back in control.

Here we converted complex legislation into an understandable Q&A as well. We navigate you through the chemical risk assessment. The more detail information you have, the more substances we can eliminate as potential risk. The outcome is a document that makes clear what substances are to be considered as a risk. You also get a proposal on how to test for these substances, using what standards. This is a shopping list for you to use in communication with 3rd party testing laboratories.

CHAMP is not automatically part of a FAST project and must be based on a Bill of Materials (BOM).

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OTHER SERVICES

[F] LABEL CHECKS - FLAWLESS INFORMATION ON LABELS, PACKAGING, MANUALS



Correct markings, warnings and instructions are strong visual signals that you are in control. Products with obvious flaws in that area are likely to be non-compliant. This conclusion is not our own. It is based on various reports from market surveillance authorities.

Send the artwork you have and we will review it against relevant European and National legislation. We cover EU and EFTA countries. The turn-around time is normally 3 - 5 working days.

BASIC PRODUCTS

These are mostly products without manual, instructions, warnings or product specific mandatory labelling elements plus apparel and footwear. Normally only covered under the General Product Safety Directive and without the obligation to carry the CE mark.

Examples are:

Apparel, textile, bags, leather products, shoes, blankets, deco, cutlery, dish ware, kitchenware

Pay as You Go customers	€230
Each additional language for the same country (e.g. Belgium, Switzerland)	€155

COMPLEX PRODUCTS

Products with a single function but with mandatory warnings and/or instructions.

Products with substances and as such with chemical risks.

Complex products with one or more functions and with the obligation to carry the CE mark.

Examples are :

- Cosmetics, Detergents, Paints, Glues and other substances
- Candles, fitness accessories furniture. Basic but with warnings and/or instructions
- Automotive parts, aftermarket automotive parts. ECE regulations mandate instructions.
- Machinery, Power tools, Personal Protective Equipment, Medical devices
- Electronic Articles, Wireless products, Luminaries, Toys, Construction Products/Materials

Pay as You Go customers	€460
Each additional language for the same country (e.g. Belgium, Switzerland)	€155

Additionally we can check if the manual complies with the EN 82079-1
**check per language version!* €460 *

In case you need to create more language versions we can check your original artwork version, and once compliance is established via our regular label check service, translate it to any language versions for the EU country(s) where you intend to sell your products.

Price upon request

Enterprise user? Check on tailored pricing!

Not sure about product categories? Please tell us about product and we provide you instantly with a quotation. Large quantities? We can provide tailored pricing as well.

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[G] VERIFEYER SMART FORMS - RISK ASSESSMENTS, INSPECTIONS AND AUDITS



The Verifeyer™ app provides you with web-based inspection management software, which can replicate your paper-based checklist, and allow you to use your smartphone or tablet to record inspection data, capture defects and take photographs, whether you are online or off-line.

Captured data and photographs are wirelessly and automatically uploaded to the web-based application, which you can then incorporate into PDF client reports, or management reports, with one click.

Unlike many apps available in the market, the Verifeyer™ app allows you to have multiple inspection types within one app, and each inspection type can have a unique combination of checklist questions. PDF reports can be designed to match your current format, layout and colours.

Features:

- Keep an overview of all your inspections
- Use your inspection templates, off-line or online
- Start inspections by your own staff or third parties, from within a technical file in ProductIP
- Refer to requirements, documents and data in the technical file of the product, readily available on your mobile device*
- Describe and photograph products, packaging and other complex issues
- **Inspection results synchronise with your technical file in ProductIP**
- Set inspection sequences and decision-making trees for use during inspections

Additional charges may apply. Contact us for more information.

Note that Verifeyer™ is an integral part of the technical files, for conducting risk assessments.

[H] - ASK THE EXPERT

Service charge

Pay as You Go customers:

ENTERPRISE customers

2 credits per 15 minutes

Euro 225 per hour

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[I] EU-AR SERVICE - I AM A NON-EU BRAND OWNER - CAN YOU HELP?



As Original Brand Manufacturer (OBM) you sell products carrying your brand into the EU market.

European CE Marking Directives place the responsibility for compliance on the manufacturer of the product concerned.

Even where the manufacturer is located outside the European Union, and therefore out of legal reach of the EU enforcement authorities, the manufacturer has certain obligations (e.g. quality control), which they cannot assign to other parties.

Moreover, in cases where the manufacturer is not based in the EU, legal responsibility for compliance with the directives lies with the entity responsible for selling the goods within the EU, unless the manufacturer has appointed an Authorised Representative. The manufacturer can then assume his responsibility and give a mandate to the Authorised Representative to represent the manufacturer towards authorities.

You can now achieve this instantly using ProductIP as Authorised Representative (EU-AR). ProductIP takes the hassle with authorities out of your hands.

The ProductIP Authorised Representative Service includes:

- Keeping the technical documentation and any required EU Declaration of Conformity at the disposal of national surveillance authorities and cooperate with them at their request
- Upon a reasoned request from a competent national authority, provide that authority with all the information and documentation necessary to demonstrate the compliance of a product
- Cooperation and communication with the competent national authorities, at their request, on any action taken to eliminate the risk posed by products covered by the mandate
- Immediate notification of product incidents; collecting complaint information from authorities
- Per your instructions share information with commercial partners via the ProductIP platform (B2B)
- Per your instruction share information via URL and QR code (B2C)

ProductIP EU Authorised Representative Services charge

Annual fee:	Euro 2,000
Deposit for the first 8 hours of work	Euro 1,800
Hourly rate handling EU-AR issues	Euro 225 per hour

*ProductIP EU Authorised Representative Services (EU-AR) will be provided only for products that have a valid technical file in ProductIP. Certain EU directives and regulations may prohibit the use of an EU-AR service. ProductIP will not offer EU-AR services for goods that are covered by a directive or regulation that requires the EU-AR to sign or co-sign a CE Declaration of Conformity or similar document.

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PRODUCTIP ACADEMY and COMPLIANCE TUESDAY



Check our website for a complete overview of our free Compliance Tuesday sessions as well as our paid workshops and trainings.

Contact us in case you are interested in an in-house training.

[J] - PRODUCT COMPLIANCE & RISK ASSESSMENT (open or in-company training)

When placing consumer goods on the market, there are many aspects to keep in mind. In an intensive one day training, we will help you get the knowledge and tools to manage product risks better, prevent issues with authorities, ensure timely product availability, prevent the cost of no-sale, reduce claims and complaints, improve product quality and save on testing costs. In short, you will be able to manage your supply chain better.

At the end of the day you will be able to

- identify general risks associated with consumer products
- know which regulations are related to the design, the production and the actual selling of consumer goods
- reduce the risks related to bringing non-food consumer goods to the market
- deal with the market surveillance authorities in case of non-compliance
- know how to measure, and improve, the performance of supply chain partners on product compliance

This intensive one day training is intended for management, category management, QA/QC management of manufacturing, retail and trade in non-food consumer goods. The fee for Risk Assessment Training is €450 for the first and €400 for each of your colleagues joining the session.

[K] - CHEMICAL RISK ASSESSMENT TRAINING (open training only)

About a quarter of all recalls of non-food consumer products in the EU is related to the presence of harmful chemicals in consumer products. (Source EU RAPEX overview 2017)

Non-Food consumer products may contain many components, materials and chemicals. A lot of these substances can be harmful to human health and the environment when exposed through/by non-food products such as toys, textiles, kitchenware, and more. Producers, importers and retailers need to know detailed information on chemicals used in their products to be able to comply with applicable chemical legislation. Attend the training and educate yourself on the subject. You will become a better negotiating partner for your suppliers because you will know what questions to ask, saving you time and money at the same time.

We have a 1/2 day BASIC and a full-day ADVANCED training. The fee for Chemical Risk Assessment Training is €295,- for a basic level and €450,- for the advanced level training.

In just one session you will be able to

- identify and understand the applicable chemical legislation for your products
- know which evidence you require to demonstrate chemical compliance
- learn about chemical risks associated with certain materials.
- know how to measure, improve and replace supply chain partners with chemical product compliance
- we will use our CHAMP tool as integral part of the training

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[L] - FOOD CONTACT MATERIALS TRAINING

Food Contact Materials (FCMs) are materials or products which are intended having contact with food. Some examples are food packaging, food containers, tableware, cookware, kitchen utensils, food processors, coffee makers, and more. Food contact materials can be made from various type of materials such as plastic, ceramics, glass, wood, metals etc. This 1/2 day training will help you to understand your obligations as business operator and how to obtain evidence for demonstrating FCM safety.

For some specific materials such as plastic and ceramics there is certain European harmonisation on legislative requirements, however for the majority of specific materials there is no specific European legislation and specific national legislation applies. This makes Food Contact Legislation quite complex.

In just one session you will be able to

- Understand legislation on FCM in general, including;
- knowing the obligations of actors within the supply chain
- labelling and traceability requirements
- have some understanding about legislative European and national requirements on specific materials,
- knowledge about test methods
- Understand how to compose a Declaration of Compliance

The fee for Food contact materials training is €295,-.

Basic understanding of chemicals and chemical legislation is required. We recommend to participate in our basic chemical risk assessment training first.

[M] - TOY SAFETY TRAINING

Each toy to be placed on the market is submitted to a conformity assessment procedure which must ensure toy safety. Conformity assessment is the procedure by which a manufacturer or brand owner establishes that his toy fulfils the applicable safety provisions of the European toy safety directive.

This 1/2 day training will help you understand how to ensure your toy product complies with the applicable legislation. We give an overview of European toy safety legislation, with particular emphasis on the safety requirements and the obligations of all economic operators within the supply chain, that is the manufacturer, importer, authorised representative and distributor.

In just one session you will be able to

- overviewing current European Toy Safety legislation and understand your legal obligations
- understand how to approach a mandatory safety and risk assessment
- have knowledge about toys safety standards
- understand how to compose mandatory technical documentation

The fee for Toy Safety Training is €295,-.

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ACTIVATE YOUR SUPPLIERS

At a certain point, working via **invites** and pulling information from many suppliers isn't the best solution. The workload becomes overwhelming. Too many articles, too many suppliers, too many documents to review and organise. The solution lies in a fundamentally different approach which is integral part of the ProductIP workflow. With **file requests** you'll push the work and cost, down the supply chain. Now you have started something that will really change the situation of tomorrow. Suppliers will have to start to make complete files by themselves and share the result with you. Your role has become what it should be, you review the performance of suppliers, not documents.

Thanks to the unique ProductIP approach also your suppliers can create a technical file based on a comprehensive and monitored set of requirements. In fact it should be easier for them because the further you go down the supply chain the more specific knowledge one would expect.

There is also a legal aspect. Sharing a file means that they have seen the requirements. They have provided evidence and are aware of what they have not provided. This is NOT the same impact as simply uploading the documents they have. When sharing a technical file that they have created themselves means that they now see the discrepancy with what should be there in the first place. If they don't start to improve, you will notice, and you can take measures.

Sharing files in the supply chain via ProductIP is free for both the sender and the receiver. A shared file is a time-stamp version of the original file. There is no active link between the original and the shared file. What you will receive is an organised set of information that supports the compliance of a specific batch of products placed on the market at a certain date.

The status of the file received by you is monitored just as if you had created the file yourself. If the status of that file shows that requirements are no longer relevant, and new compliance evidence is required, it will be the same for the original file in the account of the supplier. They therefor can anticipate and prepare for these legislative changes in time.

Working with a large group of suppliers based on file request means that your role is different. You are now reviewing the performance of the supplier, not the individual documents. It is very efficient and cost-effective. And you have now placed the cost at the same point in the supply chain where the production takes place.

Contact us to learn more about successful business cases based on reversing the process.

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